MULTI-TASKING, WEB-BASED CALL CENTER

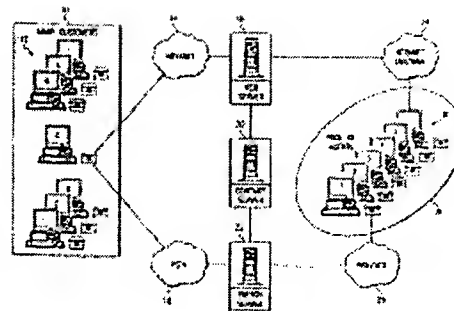|		
Patent number:	WO0128206	
Publication date:	2001-04-19	
Inventor:	PRICE ROBERT BARRON	
Applicant:	QUINTUS CORP (US)	
Classification:		
- international:	H04M3/00	
- european:	H04M3/51T2; H04M7/00B4	
Application number:	WO2000US22152 20000810	
Priority number(s):	US19990416737 19991013	

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Abstract of WO0128206

A system for a web-based call center (18) to provide assistance to multiple simultaneous customers (10). The system includes at least one external communication pathway through which a customer can submit a request to the enterprise contact center (20). The enterprise contact center (20) includes a pool of agents (28) that can provide information in response to requests submitted by customers (10). The system also includes a software engine that routes and schedules customer request to available agents via internal communication pathways. Agents (28) can view customer data on a user interface. The customer data can aid the agents (28) in providing information to the customers (10). Agents (28) can multitask by providing assistance to multiple customers (10) at one time. Agents (28) can respond to customer requests using web and telephone communication pathways.

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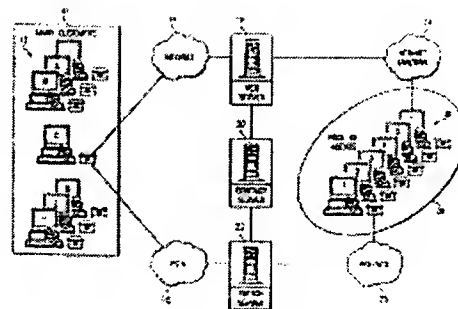|	
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